

# COMMISSION FOR WOMEN

**PROGRAM:**

Women's Counseling and Career Services

**PROGRAM ELEMENT:**

Group Services

**PROGRAM MISSION:**

To provide information, skills, and resources to assist clients in difficult life situations and transitions

**COMMUNITY OUTCOMES SUPPORTED:**

- Self-sufficiency and stability for women and their families
- An enhanced workforce
- Strong families

**PROGRAM MEASURES**

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
<b>Outcomes/Results:</b>						
Percentage of clients responding to surveys who reported that the workshops were "useful" or "very useful"	99	99	99	99	99	99
<b>Service Quality:</b>						
Percentage of clients responding to surveys who reported that the workshops met their expectations "somewhat" or "very much"	99	99	99	99	99	99
<b>Efficiency:</b>						
Net cost per client attending group services (\$)	19.14	21.87	25.10	25.54	23.98	27.80
Net cost per group (\$)	238.30	243.50	277.33	306.50	255.09	333.60
Volunteer hours - workshop leaders and clerical support	1,220	1,210	1,230	1,200	1,260	1,200
<b>Workload/Outputs:</b>						
Number of groups provided	200	220	210	200	220	200
Number of clients participating in group services	2,490	2,450	2,320	2,400	2,340	2,400
Revenue generated by group services (\$) <sup>b</sup>	38,770	35,500	31,660	29,160	32,340	29,160
<b>Inputs: <sup>b</sup></b>						
Funds appropriated for professional group leadership (\$)	16,380	13,150	16,380	16,380	<sup>d</sup> 14,380	16,380
Funds appropriated for honoraria, etc. (\$)	3,240	720	720	720	720	2,820
Operating expenditures (\$)	66,810	75,200	<sup>c</sup> 72,800	73,360	73,360	76,680
Net cost (budgeted funds minus revenue generated) (\$)	47,660	53,570	58,240	61,300	56,120	66,720
Workyears - program staff <sup>a</sup>	0.8	0.8	0.8	0.8	0.8	0.8

**Notes:**

<sup>a</sup>On October 1, 2003, the Commission for Women had to abolish two full-time positions as a result of the elimination of the State-funded Displaced Homemakers Grant. Because of the decrease in staff, the Commission reduced the number of nights it is open from three to two. However, the duties for administering the Group Services Program were transferred to other staff, so the 0.8 workyears devoted to the program has remained unchanged.

<sup>b</sup>Only General Fund-supported activities are depicted here. No grant-supported inputs or revenues are included.

<sup>c</sup>The lower operating expenditures for FY04 reflect reduced expenditures for publicity.

<sup>d</sup>In FY05, a reduction of \$2,000 in professional group leadership services was made to meet overall budget requirements.

**EXPLANATION:**

Information, resources, emotional and psychological support are provided to women experiencing difficult and significant life transitions (separation, divorce, job loss, career change, aging parents, balancing work and family, financial difficulties, and mental health difficulties) through professionally led workshops, classes, seminars, and support groups ranging from one to six sessions. A fee of \$10 per session is charged, with a sliding scale for clients of low income.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Montgomery County Cooperative Extension Service; Family Law Division, Montgomery County Bar Association; Women Business Owners of Montgomery County; Montgomery County Business Resource Center.

**MAJOR RELATED PLANS AND GUIDELINES:**

# COMMISSION FOR WOMEN

**PROGRAM:**

Women's Counseling and Career Services

**PROGRAM ELEMENT:**

Psycho-Social and Career Counseling

**PROGRAM MISSION:**

To provide emotional support and problem-solving skills to assist clients in difficult life situations and transitions

**COMMUNITY OUTCOMES SUPPORTED:**

- Self-sufficiency and stability for women and their families
- An enhanced workforce
- Strong families

**PROGRAM MEASURES**
**FY02  
ACTUAL**
**FY03<sup>c</sup>  
ACTUAL**
**FY04  
ACTUAL**
**FY05  
BUDGET**
**FY05  
ACTUAL**
**FY06  
APPROVED**
**Outcomes/Results:**

Percentage of clients responding to surveys who reported that the counselor helped them to resolve problems "adequately" or "very well"	96	96	96	96	96	96
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**Service Quality:**

Percentage of clients responding to surveys who rated the counseling as "good" or "excellent"	95	95	95	95	95	95
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**Efficiency:**

Net cost per counseling session (\$) <sup>a</sup>	38.68	43.79	33.36	44.58	48.66	55.11
Volunteer hours - counseling	3,780	5,140	5,720	3,900	3,830	<sup>e</sup> 3,900

**Workload/Outputs:**

Number of new clients	850	890	1,050	1,000	970	<sup>e</sup> 1,000
Number of counseling sessions provided	3,600	3,400	4,280	4,060	3,870	<sup>e</sup> 4,060
Revenue generated and returned to General Fund (\$)	76,650	67,820	83,970	79,250	71,960	92,440

**Inputs:<sup>b</sup>**

Funds appropriated for professional counseling (\$)	123,620	118,030	112,220	140,400	140,400	185,810
Operating expenditures (\$)	92,280	98,660	114,540	119,860	119,860	130,360
Net cost (budgeted funds minus revenue generated) (\$)	139,250	148,870	142,790	181,010	188,300	223,730
Workyears - program staff	2.6	2.0	2.2	2.2	<sup>d</sup> 3.5	3.5

**Notes:**

<sup>a</sup>The cost per counseling session is based on expenditures for staff and operating requirements, minus revenue generated from fees

<sup>b</sup>Starting in FY02, the inputs include operating costs such as clinical supervision, clerical support, and supplies.

<sup>c</sup>Some of the FY03 figures have been revised to correct for errors.

<sup>d</sup>In FY05, the workyears reported also include the workyears for clinical supervision and clerical support.

<sup>e</sup>The FY06 increase in new clients and counseling sessions reflects an anticipated increase in the availability of the graduate student interns, externs, and licensed volunteers who are responsible for a significant proportion of the counseling services provided.

**EXPLANATION:**

Personal, career, and couples counseling is provided to women (and men) experiencing difficult and significant life transitions (separation, divorce, marriage or family difficulties, job loss, career change, aging parents, balancing work and family, financial difficulties, and mental health problems). The counseling is by professionally trained staff counselors, graduate student interns, and post graduate volunteer externs. A fee of \$30 per session is charged, with a sliding scale for clients of low income.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Department of Health and Human Services, Montgomery Works; University of Maryland School of Social Work; Johns Hopkins University, Counseling Department; Loyola College, Counseling Department.

**MAJOR RELATED PLANS AND GUIDELINES:** National Board for Certified Counselors Code of Ethics, Code of Ethics of the National Association of Social Workers.